

What is claimed is:

Claims

- 5 1. A method for use in processing management information,
comprising:
 acquiring a first set of computer data representing a model of an
organization of people, the model having fundamental components, the
first set of computer data including data items representing the
fundamental components;
10 associating the first set of computer data with a second set of
computer data representing a portfolio of management concepts; and
 issuing a report of management concepts based on the second set
of computer data, the report being sorted by fundamental component.
- 15 2. The method of claim 1, wherein the fundamental components
include an enterprise component and at least one of the data items
represents the enterprise component and describes an operating
environment for the organization of people.
- 20 3. The method of claim 2, wherein the at least one of the data
items describes market trends.
4. The method of claim 2, wherein the at least one of the data
items describes a competitor of the organization of people.

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5. The method of claim 2, wherein the at least one of the data items describes technology available to the organization of people.

5 6. The method of claim 1, wherein the fundamental components include an customer component and at least one of the data items represents the customer component and includes customer information for the organization of people.

10 7. The method of claim 6, wherein the at least one of the data items describes a product to be provided to a customer.

15 8. The method of claim 6, wherein the at least one of the data items describes a relationship to be maintained between the organization of people and a customer.

9. The method of claim 6, wherein the at least one of the data items describes a service to be provided to a customer.

20 10. The method of claim 1, wherein the fundamental components include a processes component and at least one of the data items represents the processes component and describes processes to be executed by the organization of people.

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11. The method of claim 9, wherein the at least one of the data items describes a manufacturing process.

5 12. The method of claim 9, wherein the at least one of the data items describes a sales process.

13. The method of claim 9, wherein the at least one of the data items describes a customer service process.

10 14. The method of claim 9, wherein the at least one of the data items describes a development process.

15 15. The method of claim 1, wherein the fundamental components include a capabilities component and at least one of the data items represents the capabilities component and describes capabilities of the organization of people.

20 16. The method of claim 15, wherein the at least one of the data items describes a facility of the organization of people.

17. The method of claim 15, wherein the at least one of the data items describes a person who is a member of the organization of people.

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18. The method of claim 15, wherein the at least one of the data items describes a supplier to the organization of people.

5 19. The method of claim 1, wherein the fundamental components include an economics component and at least one of the data items represents the economics component and includes economic information for the organization of people.

10 20. The method of claim 1, wherein the management concepts include an idea for improving an aspect of the organization of people and the second set of computer data includes a description of the idea.

15 21. The method of claim 1, wherein the management concepts include a management initiative for the organization of people and the second set of computer data includes a description of the management initiative.

20 22. The method of claim 1, wherein the management concepts include a management objective for the organization of people and the second set of computer data includes a description of the management objective.

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23. The method of claim 1, wherein the management concepts include a project in the organization of people and the second set of computer data includes a description of the project.

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24. The method of claim 1, wherein the management concepts include attributes described in the second set of computer data, and the report is sorted by attribute.

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25. The method of claim 24, wherein the attributes include a status attribute described in the second set of computer data.

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26. The method of claim 24, wherein the attributes include a relative importance attribute described in the second set of computer data.

~~27. The method of claim 24, wherein the attributes include a relative importance attribute described in the second set of computer data.~~

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28. The method of claim 24, wherein the management concepts are organized hierarchically and the second set of computer data includes a description of the hierarchy.

29. The method of claim 28, wherein achievement of a first of the management concepts is dependent on achievement of a second of the management concepts, and the second set of computer data describes a hierarchical relationship between the first and the second of the management concepts.

30. The method of claim 1, further comprising:
associating a knowledge source with at least one of the management concepts; and
providing a pointer to the knowledge source in the second set of computer data.

31. The method of claim 1, further comprising:
associating an electronic mail forum with at least one of the management concepts; and
providing a pointer to the electronic mail forum in the second set of computer data.

32. The method of claim 1, further comprising:
formatting the report in accordance with World Wide Web protocols; and
accepting information via a computer network based on World Wide Web protocols from a member of the organization of people.

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33. The method of claim 1, further comprising:

providing multiple members of the organization of people with substantially simultaneous editing access to the model of the organization of people;

5 receiving, from at least one of the multiple members having editing access, a request for a change to the model of the organization of people; and

substantially instantaneously implementing the requested change by executing a procedure that includes altering at least one of the first and second sets of computer data.

34. The method of claim 1, further comprising:

in the report, indicating that a first of the management concepts is not related to a second of the management concepts;

15 accepting a description of a relationship between the first and second management concepts; and

changing the second set of computer data to reflect the relationship between the first and second management concepts.

20 35. The method of claim 34, wherein the relationship includes a hierarchical relationship in which achievement of the first management concept is dependent on achievement of the second management concept.

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36. A data processing system for use in processing management information, comprising:

a computer;

a storage device for storing data on a storage medium;

5 a first logic circuit configured to acquire a first set of computer data representing a model of an organization of people, the model having fundamental components, the first set of computer data including data items representing the fundamental components;

10 a second logic circuit configured to associate the first set of computer data with a second set of computer data representing a portfolio of management concepts; and

a third logic circuit configured to issue a report of management concepts based on the second set of computer data, the report being sorted by fundamental component.

15 37. Computer software, residing on a computer readable medium, for use in processing management information, the computer software comprising instructions for causing a computer to:

20 acquire a first set of computer data representing a model of an organization of people, the model having fundamental components, the first set of computer data including data items representing the fundamental components;

associate the first set of computer data with a second set of computer data representing a portfolio of management concepts; and

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issue a report of management concepts based on the second set of computer data, the report being sorted by fundamental component.

38. A method for use in processing management information for managing a customer relationship, comprising:

acquiring a first set of computer data representing a model of the customer relationship, the model having fundamental components, the first set of computer data including data items representing the fundamental components;

associating the first set of computer data with a second set of computer data representing a portfolio of management concepts; and

issuing a customer management report of management concepts based on the second set of computer data, the customer management report being sorted by fundamental component.

39. The method of claim 38, wherein the fundamental components include a customer component and at least one of the data items represents the customer component and includes customer information for the customer relationship.

40. The method of claim 39, wherein the customer information includes a description of a customer segment.

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40. The method of claim 39, wherein the customer information includes a description of a customer segment.

41. The method of claim 39, wherein the customer information includes a description of a customer product.

5 42. The method of claim 39, wherein the customer information includes a description of a customer service.

10 43. The method of claim 39, wherein the fundamental components include a process component and at least one of the data items represents the process component and includes process information for the customer relationship.

15 44. The method of claim 43, wherein the process information describes a process to be executed by at least one person to advance the customer relationship.

45. The method of claim 43, wherein the process information describes a process that includes identifying a customer need.

20 46. The method of claim 43, wherein the process information describes a process that includes identifying an entity that is important to the customer relationship.

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47. The method of claim 43, wherein the process information describes a process that includes identifying a possible solution for a customer in the customer relationship.

5 48. The method of claim 43, wherein the process information describes a process that includes identifying a benefit to a customer in the customer relationship.

10 49. The method of claim 43, wherein the process information describes a process that includes striving to achieve sole source status with a customer in the customer relationship.

15 50. The method of claim 43, wherein the process information describes a process that includes striving to achieve a customer confidant status with a customer in the customer relationship.

20 51. The method of claim 43, wherein the process information describes a process that includes striving to outperform a competitor in the customer relationship.

52. The method of claim 38, wherein the fundamental components include a capabilities component and at least one of the data items represents the capabilities component and includes capabilities information for the customer relationship.

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53. The method of claim 52, wherein the capabilities information describes a capability that is needed for meeting a client requirement.

5 54. The method of claim 52, wherein the capabilities information describes a capability that includes geographic coverage.

55. The method of claim 52, wherein the capabilities information describes a capability that includes a technical skill.

10 56. The method of claim 52, wherein the capabilities information describes a capability that includes providing a helpful partner.

57. The method of claim 52, wherein the capabilities information describes a capability that includes a relationship management skill.

15 58. The method of claim 52, wherein the capabilities information describes a capability that includes a technology that is important to a customer.

20 59. The method of claim 38, wherein the fundamental components include an economics component and at least one of the data items represents the economics component and includes economics information for the customer relationship.

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60. The method of claim 59, wherein the economics information is a description of an economic potential of the customer relationship.

61. The method of claim 59, wherein the economics information is a description of a profit and loss aspect of the customer relationship.

62. The method of claim 59, wherein the economics information is a description of an investments aspect of the customer relationship.

63. A method for use in processing management information for a program management office, comprising:

- acquiring a first set of computer data representing a model of the program management office, the model having fundamental components, the first set of computer data including data items representing the fundamental components;
- associating the first set of computer data with a second set of computer data representing a portfolio of management concepts; and
- issuing a program management report of management concepts on the second set of computer data, the program management report being sorted by fundamental component.

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associating the first set of computer data with a second set of computer data representing a portfolio of management concepts; and issuing a program management report of management concepts based on the second set of computer data, the program management report being sorted by fundamental component.

64. The method of claim 63, wherein the fundamental components include a customer component and at least one of the data items represents the customer component and includes customer information for the program management office.

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65. The method of claim 64, wherein the customer information includes a description of an internal customer.

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66. The method of claim 64, wherein the customer information includes a description of an external customer.

67. The method of claim 64, wherein the customer information includes a description of a product.

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68. The method of claim 64, wherein the customer information includes a description of a service.

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69. The method of claim 63, wherein the fundamental components include a process component and at least one of the data items represents the process component and includes process information for the program management office.

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70. The method of claim 69, wherein the process information describes a process to be executed by at least one person to help meet a commitment to a customer.

5 71. The method of claim 69, wherein the process information describes a process that includes identifying a customer need.

72. The method of claim 69, wherein the process information describes a process that includes identifying an entity that is important.

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73. The method of claim 69, wherein the process information describes a process that includes a prioritization process.

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74. The method of claim 69, wherein the process information describes a process that includes a system delivery process.

75. The method of claim 69, wherein the process information describes a process that includes an evaluation process.

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76. The method of claim 69, wherein the process information describes a process that includes a project management process.

77. The method of claim 69, wherein the process information describes a process that includes performing a cost/benefit analysis.

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78. The method of claim 69, wherein the process information describes a process that includes an accountability process.

~~79. The method of claim 69, wherein the process information describes a process that includes providing metrics.~~

80. The method of claim 69, wherein the process information describes a process that includes providing reporting.

81. The method of claim 69, wherein the process information describes a process that includes providing risk management.

82. The method of claim 69, wherein the process information describes a process that includes a staffing process.

83. The method of claim 69, wherein the process information describes a process that includes a training process.

84. The method of claim 69, wherein the process information describes a process that includes a decision making process.

85. The method of claim 63, wherein the fundamental components include a capabilities component and at least one of the

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data items represents the capabilities component and includes capabilities information for the program management office.

5 86. The method of claim 85, wherein the capabilities information describes a capability that is needed for meeting a client requirement.

87. The method of claim 85, wherein the capabilities information describes a capability that includes business unit coverage.

10 88. The method of claim 85, wherein the capabilities information describes a capability that includes a technical skill.

89. The method of claim 85, wherein the capabilities information describes a capability that includes providing a helpful partner.

15 90. The method of claim 85, wherein the capabilities information describes a capability that includes a project management skill.

20 91. The method of claim 85, wherein the capabilities information describes a capability that includes a technology that is important to a customer.

92. The method of claim 63, wherein the fundamental components include an economics component and at least one of the

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data items represents the economics component and includes economics information for the project management office.

5 93. The method of claim 92, wherein the economics information includes a description of expenses.

94. The method of claim 92, wherein the economics information includes a description of revenue.

10 95. A method for use in processing management information for managing a scalable process, comprising:

acquiring a first set of computer data representing a model of the scalable, the model having fundamental components, the first set of computer data including data items representing the fundamental components;

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associating the first set of computer data with a second set of computer data representing a portfolio of management concepts; and

issuing a scalable process report of management concepts based on the second set of computer data, the scalable process report being sorted by fundamental component.

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96. The method of claim 95, wherein the fundamental components include a customer component and at least one of the data

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items represents the customer component and includes customer information for the customer relationship.

5 97. The method of claim 96, wherein the customer information includes a description of a customer segment.

98. The method of claim 96, wherein the customer information includes a description of a customer product.

10 99. The method of claim 96, wherein the customer information includes a description of a customer service.

15 100. The method of claim 95, wherein the fundamental components include a process component and at least one of the data items represents the process component and includes process information for the scalable process.

20 101. The method of claim 100, wherein the process information describes a process to be executed by at least one person to deliver a consistent quality customer service.

102. The method of claim 100, wherein the process information describes a process that includes identifying a customer need.

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103. The method of claim 100, wherein the process information describes a process that includes identifying an economic factor.

5 104. The method of claim 100, wherein the process information describes a process that includes developing a scenario.

105. The method of claim 100, wherein the process information describes a process that includes evaluating a competitor.

10 106. The method of claim 100, wherein the process information describes a process that includes identifying a trend.

107. The method of claim 100, wherein the process information describes a process that includes pilot testing an option.

15 108. The method of claim 100, wherein the process information describes a process that includes managing an expectation.

20 109. The method of claim 100, wherein the process information describes a process that includes assessing a system need.

110. The method of claim 100, wherein the process information describes a process that includes assessing an organizational need.

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111. The method of claim 100, wherein the process information describes a process that includes assessing a management practice.

5 112. The method of claim 100, wherein the process information describes a process that includes suggesting an improvement.

113. The method of claim 100, wherein the process information describes a process that includes developing a change management process.

10 114. The method of claim 100, wherein the process information describes a process that includes selling a customer on a change.

15 115. The method of claim 100, wherein the process information describes a process that includes developing an action plan.

116. The method of claim 100, wherein the process information describes a process that includes maintaining a relationship.

20 117. The method of claim 95, wherein the fundamental components include a capabilities component and at least one of the data items represents the capabilities component and includes capabilities information for the scalable process.

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118. The method of claim 117, wherein the capabilities information describes a capability that is needed for meeting a client requirement.

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119. The method of claim 117, wherein the capabilities information describes a capability that includes geographic coverage.

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120. The method of claim 117, wherein the capabilities information describes a capability that includes a technical skill.

121. The method of claim 117, wherein the capabilities information describes a capability that includes providing a helpful partner.

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122. The method of claim 117, wherein the capabilities information describes a capability that includes a customer management skill.

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123. The method of claim 95, wherein the fundamental components include an economics component and at least one of the data items represents the economics component and includes economics information for the scalable process.

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124. The method of claim 123, wherein the economics information includes a description of a profit and loss aspect of the scalable process.

125. The method of claim 123, wherein the economics information includes a description of an investments aspect of the scalable process.

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